



# Customer Care / Call Center Operations Manager

**Department: Corporate Operations**

**Job Code: 268-10**

**Reports to: Senior Operations Manager**

**FLSA: Exempt**

**Grade 10; Range \$46,075.54 to \$71,417.08**

**Supervises: Customer Care Staff**

**SUMMARY**

**Revised: 7/12/2013 anp**

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This position is responsible for ensuring organizational effectiveness by providing leadership for the customer care center staff consisting of varying shifts servicing inbound customer service calls, management oversight and service delivery through multiple customer channels (including direct mail, telephone, internet, and other e-services). This position manages the day-to-day operations and projects of the department and is responsible for the delivery of outstanding quality service and development of staff in support of the corporate goals and objectives.

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## **MINIMUM REQUIREMENTS FOR POSITION:**

- Bachelor's degree in Business Administration, Finance or Accounting
  - Minimum of 2 years banking experience in a direct customer contact service center or equivalent service delivery environment required.
  - Minimum of 4 years management experience, preferably in a banking environment.
  - Excellent leadership, communication skills, organizational and time management skills.
  - Ability to effectively interact with people at all levels and build business relationships.
  - Extensive experience in the area of retail banking, including e-banking and e-services, bank operations, and general knowledge of payment processes (consumer and business payments).
  - General background and experience with a financial institution operating policies and procedures.
  - Perform and controls risk management for each function within the customer care service area.
  - Monitors individual, team and department results to identify trends that would affect service quality, revenue goals, performance targets and customer delivery.
  - Ability to work independently with minimal supervision, effectively multi-task, work under pressure, and ability to meet tight deadlines.
  - Bilingual ability preferred.
  - Ability to Superior interpersonal skills. Must be able to effectively communicate verbally and in writing with operations staff, bank clients, and outside vendors.
  - Responsible for adhering to and complying with all Bank policies and procedures, all applicable federal and state laws and regulatory guidance governing financial institutions, including, but not limited to, Federal Deposit Insurance Improvement Act (FDICIA), FACT Act, Bank Secrecy Act and Regulation CC.
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## **PRIMARY ACTIVITIES AND RESPONSIBILITIES:**

- Directs and manages activities related to various customer care center functions performed for EVB branches and departments ensuring the highest quality of service is provided. Responsible for workflow and scheduling of staff, including various employee shifts (including holidays, weekends and evenings).
- Provides management performance and statistical reports for trending customer data.
- Responsible for coordinating call monitoring hardware and software downtime troubleshooting and software upgrades. Reports malfunctions, repair calls and logged downtime, including non-banking hours (nights, weekends and holidays)



- Provides support and supervision to an experienced staff capable of meeting departmental objectives. Such support includes performance appraisals, career development, and assistance to subordinates in problem resolution.
- Develops, directs and manages the customer care center policies and procedures, including but not limited to policy manuals, contact lists, rates, compliance tracking and departmental training programs.
- Manages cross sale initiatives and campaign management.
- Participates in community activities and organizations in order to enhance the Bank's position in the community.
- Manages and directs multiple vendor relationships and is a key partner with the technology group supporting core systems and processes.
- Facility business owner for the customer care complex.
- Manages and directs the process and procedures Maintains compliance with and adheres to state and federal regulations and bank policies and procedures, including, but not limited to, requirements regarding the Bank Secrecy Act, FACT ACT, Community Reinvestment Act, and EEO/AA/Fair Employment Practices.
- Other such duties as may be assigned from time to time.

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**TECHNICAL REQUIREMENTS AND RESPONSIBILITIES:**

- Knowledge of the banking environment, computer hardware, software applications, networks, and operating systems.
- Excellent computer skills in current computer technology, including all MS Office applications.

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**WORK SCHEDULE** \* (minimum 40 hours per week with rotating Saturday's required)

Monday through Friday with rotating Saturday's required  
(Tuesday or Wednesday off during the week when Saturday hours are required)

*\*May adjust work schedule due to vacancies and high volume days.  
Schedules will be available in advance of work week.*